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1 1. A method of providing service for use in a Voice  
2 Over Internet Protocol (VOIP) network environment comprising:  
3 selecting a service level; and  
4 measuring voice call listening quality according to  
5 the selected service level for voice calls transmitted across  
6 a VOIP network to produce voice call listening quality metric  
7 values.

1 2. The method of claim 1, wherein the selected service  
2 level is associated with a type of voice codec.

1 3. The method of claim 2, wherein the type of voice  
2 codec comprises a waveform codec.

1 4. The method of claim 1, wherein measuring comprises  
2 measuring the voice call listening quality using a perceptual  
3 test model.

1 5. The method of claim 4, wherein the perceptual test  
2 model comprises Perceptual Analysis Measurement System (PAMS).

1 6. The method of claim 4, wherein the perceptual test  
2 model comprises Perceptual Speech Quality Measurement (PSQM).

1 7. The method of claim 2, wherein the type of voice  
2 codec comprises a hybrid codec.

1 8. The method of claim 1, wherein the voice call  
2 listening quality metric value corresponds to a Mean Opinion  
3 Score (MOS) value.

1 9. The method of claim 1, further comprising:  
 2 using the measured voice call listening quality  
 3 metric values to determine whether a service level agreement  
 4 guarantee provided to a user of the VOIP network is met.

1 10. The method of claim 1, wherein measuring comprises:  
 2 controlling test probes deployed along the border of  
 3 the VOIP network to engage each other in test calls and to  
 4 make voice call listening quality measurements based on the  
 5 test calls.

1 11. The method of claim 10, wherein the test probes are  
 2 connected to VOIP communication devices that are connected to  
 3 the VOIP network.

1 12. The method of claim 11, wherein the VOIP  
 2 communication devices comprise gateways.

1 13. The method of claim 1, wherein measuring comprises:  
 2 controlling test probes deployed at edges of the  
 3 VOIP network to engage each other in test calls and to make  
 4 voice call listening quality measurements based on the test  
 5 calls.

1 14. The method of claim 1, wherein measuring comprises:  
 2 controlling at least one test probe deployed at and  
 3 connected to a telephony network that is coupled to the VOIP  
 4 network by a gateway to generate test voice calls and to make  
 5 voice call listening quality measurements based on the  
 6 generated test voice calls.

1 15. The method of claim 2, wherein the selected service  
2 level is further associated with a VOIP signaling protocol.

1 16. The method of claim 15, wherein the VOIP signaling  
2 protocol comprises H.323.

1 17. The method of claim 15, wherein the VOIP signaling  
2 protocol comprises SIP.

1 18. The method of claim 15, wherein the VOIP signaling  
2 protocol comprises MGCP.

1 19. A computer program product residing on a computer  
2 readable medium for providing service for use in a Voice Over  
3 Internet Protocol (VOIP) network environment, comprising  
4 instructions for causing a computer to:  
5 associate service levels with phone numbers; and  
6 responsive to a test voice call directed to one of  
7 the phone numbers, cause the test voice call to be transferred  
8 over the VOIP network to a destination corresponding to such  
9 phone number at the associated service level and causing a  
10 voice call listening quality to be measured for the associated  
11 service level to produce a voice call listening quality metric  
12 value.

1 20. The computer program product of claim 19, wherein  
2 the service levels correspond to different types of voice  
3 codecs.

1 21. The computer program product of claim 20, wherein  
2 the service levels correspond to different combinations of  
3 voice codec types and types of VOIP signaling protocols.